

PROLIANCE EASTSIDE SURGERY CENTER

JOB DESCRIPTION: Patient Services Representative (PSR)

REPORTS TO: Nurse Manager

JOB SUMMARY:

The PSR provides clerical support to the Ambulatory Surgery Center. This position serves many functions. The primary areas of responsibility are: Patient admission and Maintenance of patient files.

QUALIFICATIONS:

Minimum requirements include a high school diploma or equivalent with one year of work experience. The preferred applicant will possess experience in the medical field. Knowledge of medical terminology and computer skills are required to include a working knowledge of computer scheduling applications. Basic office skills are necessary with a typing speed of 30 WPM. Knowledge of medical office procedures is desirable. This position requires exceptional intra-personal skills as well as strong communication skills.

Physical guidelines include ability to extend wrist/arms for up to 8 hours per day; sit for up to 8 hours per day; work at the computer terminal for up to 8 hours a day. The applicant must possess excellent physical and mental health, and have the ability to be flexible in job duties and work schedule. Must have the ability to work independently and take the initiative to help in any way possible.

A. JOB CHARACTERISTICS:

1. Works collaboratively with all members of the health care team in the ASC to provide optimal care to the patient throughout their surgical experience.
2. Maintain a friendly, positive, and caring attitude with patients, physicians and staff.
3. Maintain excellent physical and mental health.
4. Ability to think quickly, problem solve independently and multi-task.

B. JOB RESPONSIBILITIES AND DUTIES:

1. Patient Admissions:
 - a. Open facility to include: unlocking doors, turning on lights/radio/TV; turning the phones over and receiving any incoming evening messages.
 - b. Ensure the day's schedule is printed and distributed to staff members of the ASC.
 - c. Compile any necessary paperwork for surgeons to sign off in specified folders (lab results, op notes, etc).
 - d. Receives phone calls and handles appropriately. Ability to triage incoming calls.
 - e. Gathers patient information and initiates a medical record on all patients scheduled for surgery in the ASC. Verifies that the chart is complete prior to the patient's admission to the Center.
 - f. Greet patients on admission and initiates the admitting process. Notify admitting RN that patient is ready for admission.
 - g. Keeps family/caregivers informed during procedure.
 - h. Look for areas of process improvement and work with ASC manager to identify trends.

2. Medical Records:
 - a. Create a complete medical record for upcoming patients to include filing system and necessary core paperwork.
 - b. Verify completeness of medical record pre and post-operatively before permanent filing.
 - c. Knowledge of archiving and retrieving medical records.

To Apply:

Please send your resume and cover letter to ProOrthoJobs@Proliancesurgeons.com Use "PSR" in the subject line.

We regret we are not in a position to respond to all applicants